

CENTERS FOR MEDICARE & MEDICAID SERVICES
OFFICE OF MINORITY HEALTH



Enrolling Minority Communities in the Marketplace

Resources for People with Limited English Proficiency

Message from CMS OMH

There are 5.3 million eligible uninsured individuals with limited English proficiency in the United States, including 3.7 million Hispanics. People with limited English proficiency have a limited ability to read, speak, write, or understand English. Forty percent of the eligible uninsured persons with limited English proficiency have incomes at or below 100% of the federal poverty level. There are many resources available to individuals with limited English proficiency to help them enroll in coverage through the Health Insurance Marketplace.

The Centers for Medicare & Medicaid Services (CMS) is committed to making sure that the programs and services it offers are accessible to diverse populations, including those with limited English proficiency. All people looking for information on marketplaces in languages other than English are encouraged to visit [Marketplace.cms.gov](https://www.cms.gov/marketplace) and [CuidadoDeSalud.gov](https://www.cuidadoDesalud.gov) for factsheets, brochures, posters, and other materials in diverse languages.

Did you know?

- Individuals with limited English proficiency can get help with their application through the Marketplace Call Center, in-person, and online resources.
- The Call Center has representatives available in English and Spanish, and interpretation and translation services are available in 150 languages. These services are available at no cost.
- Many in-person “assisters,” such as navigators, Certified Application Counselors, and others offer services in languages other than English. To find out what help is available in your area, visit localhelp.healthcare.gov. Then type your city and state or ZIP Code to see a list of local organizations with contact information, office hours, and types of help offered including non-English language support.

- Marketplace resources are available in many languages, with more being developed. To see the list of available resources, visit [Marketplace.cms.gov](https://www.Marketplace.cms.gov), select either “Spanish materials” or “Get official resources,” and then select “Other languages.” Available resources include:
 - Marketplace Consumer Application in 27 languages.
 - Key dates for health insurance marketplaces.
 - What to think about when choosing a plan.
- Spanish language materials are available at [CuidadoDeSalud.gov](https://www.CuidadoDeSalud.gov).

We’re here to help

If you have a question about the Health Insurance Marketplace, call **1–800–318–2596**, 24 hours a day, 7 days a week. Help is **available in 150 languages**. TTY users should call 1–855–889–4325.

Online chat is also available 24/7 by visiting [HealthCare.gov](https://www.HealthCare.gov). Look for the “Connect With Us” box on the lower right hand corner of the page. Select “Questions?” and then select “Start Live Chat.” You can also chat in Spanish by visiting [CuidadoDeSalud.gov](https://www.CuidadoDeSalud.gov). You’ll be connected to a customer service representative who can answer your questions.

Navigators and other in-person help: Visit [localhelp.healthcare.gov](https://www.localhelp.healthcare.gov) to find help in your area.

To contact the CMS Office of Minority Health, please e-mail omh@cms.hhs.gov.